such , disruption of postal services, particularly in those places which are located in the difficult terrains of the country?.

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) Yes, Sir.

(b) The staff unions in the North Eastern Region went on strike for 38 days from 15.11.1991 to 22.12.9191 due to non-payment of special duty allowance to Group 'C' and 'D' employees in the Region.

(c) During the period of strike, essential skeleton Postal Services were provided to people with the help of Home Guards, Volunteers and supervisory staff.

(d) It has been the endeavour of the Government to provide Postal Services without any distruption to all areas including the places which are located in difficult terrains. Joint Consultative Machinery and Compulsory, Arbitration has been provided for redressal of employees' grievances.

Strike by post office employees in the capital

79. SHRI S.S. AHLUWALIA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the postal employees in many post offices went on a lightening strike in December, 1991 disrupting postal services in the capital,

(b) if so, what are the details thereof and the reasons therefor; and

(c) what remedial action Government have taken in the matter?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) A section of the postal employees of South West Division went on a strike between 19th December to 21st December, 1991 due to which delivery of mail was partially affected in that Division.

(b) The Sub-Postmaster of Hauz Khas Post Office was transferred due to his inept handling of the postal staff which resulted in an unpleasant incident on 18.12.91 involving a member of the public who had come to the post office with a complaint. The staff on strike were demanding cancellation of transfer orders. This was not agreed to. The strike was unconditionally withdrawn by the staff members on 21.12.1991 after intervention by Senior Postal Officers.

(c) It is the endeavour of the Government to ensure that disruption in the postal services is avoided. The Joint Consultative Machinery and Compulsory Arbitration has been provided for redressal of employees' grievances.

ग्राम-पंचायतों में दूरभाष सुविधायें

80. **कुमारी आलिया:** क्या **संचार** मंत्री 13 दिसम्बर, 1991 को राज्य सभा में अतारांकित प्रश्न 2322 के दिये गये उत्तर को देखेंगे और यह बताने की कृपा करेंगे कि वर्ष 1991-92 के दौरान अयोध्या और फैजाबाद जिलों की कितनी पंचायतों में दूरभाष सुविधा उपलब्ध करायी गई है?

संचार मंत्रालय में उप मंत्री (श्री पी॰वी॰ रंगैया नायडु): वर्ष 1991-92 के दौरान, अयोध्या सहित फैजाबाद जिले की सात ग्राम पंचायतों में टेलीफोन सुविधा प्रदान की जा चुकी है।

Adoption of new work culture by Telecom Sector

81. SHRI KAMAL MORARKA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the telecom sector proposes to adopt a new work culture;

(b) is so, what are the main features thereof; and

(c) the manner in which it will improve the efficiency of the telecommunication sector and cut the delays and costs?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) Yes, Sir.

(b) and (c) Improving work culture is a continuous process. The main features, in brief, are introduction of latest technology in the telecommunications

field restructuring the cadres to improve motivation and initiative of staff, upgrading their skill to new technology requirement and making administrative set-up more responsive and competitive. The competition and upgradation of skill and equipment coupled with administrative set up changes are likely to improve the efficiency of telecommunications sector and cut the delays and costs.

Complaints against the misuse of Telephone Lines

82. SHRI KRISHAN LAL SHARMA. Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government are aware of the general complaints from subscribers against the misuse of their telephone lines by unscrupulous persons for making S.T.D calls;

(b) if so, whether Government have enquired into the matter and identified the reasons thereof; and

(c) what are the details of the action taken to check such malpractices?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) Yes, Sir.

(b) Yes, Sir.

(c) The following actions are taken to check the malpractices:—

(i) Providing details bill to the subscribers connected to electronic exchanges.

(ii) The diversion of lines is made impossible by providing dynamic STD control in electronic exchanges. This enables the subscriber to set a secret code in the exchange which alone can permit STD calls.

(iii) The vigilance units of the department carry out preventive checks.

(iv) The Indian Telegraph Act is also being amended to provide for stringent punishment to those who carry out such diversion of lines.

दिल्ली और मुम्बई के लिये दूरभाष-निर्देशिकाओं का निर्माण

83. **श्री विश्वासराव रामराव पाटिल:** क्या संचार मंत्री यह बताने की कृपा करेंगे कि:

(क) क्या यह सच है कि महानगर टेलीफोन निगम दिल्ली तथा मुम्बई ने गत तीन वर्षों के दौरान कोई नयी दूरभाष निर्देशिकाएं नहीं बनायी हैं,

(ख) यदि हां, तो उसके क्या कारण हैं;

(ग) क्या यह भी सच है कि वर्तमान दूरभाष-निर्देशिकाओं के प्रकाशन के बाद से लाखों नये दूरभाष कनेक्शन दिये गये हैं लेकिन उन्हें किसी नई अनुपूरक निर्देशिका में शामिल नहीं किया गया है; और

(घ) यदि हां, तो जनता को कब तक पूर्ण दूरभाष निर्देशिका उपलब्ध करा दी जायेगी?

संचार मंत्रालय में उप मंत्री (श्री पी०वी० रंगैया नायडू) : (क) जी, नहीं, दिल्ली टेलीफ़ोन की मुख्य डायरेक्ट्री अगस्त, 1989 में और पूरक डायरेक्ट्री अगस्त, 1990 में सप्लाई की गई थी। जहां तक बम्बई टेलीफोन डायरेक्ट्री का संबंध है, मुख्य डायरेक्ट्री अगस्त, 1989 में प्रकाशित की गई थी और वितरित की गई थी। इसके बाद 1988 में नम्बर परिवर्तन पूरक सं० 1 प्रकाशित की गई और जनवरी, 1989 में वितरित की गई। तत्पश्चात् 1.5.89 तक अद्यतन की गई वर्णानुक्रमिक पूरक डायरेक्ट्री नवम्बर, 1989 में प्रकाशित और वितरित की गई और तदनंतर 10 दिसम्बर, 1990 तक अद्यतन की गई वर्णानुक्रमिक पूरक सं० 11 मार्च, 1991 में प्रकाशित की गई।

(ख) विलम्ब का मुख्य कारण ठेकेदार द्वारा डायरेक्ट्रियों की आपूर्ति न किया जाना है। वास्तव में, कम्पनी को कागज तथा अन्य सामग्री और मजदूरी में वृद्धि के परिणामतः बड़े पैमाने पर हुए घाटे के कारण वित्तीय कठिनाइयों का सामना करना पड़ा।

(ग) जी, नहीं। पिछले 3 वर्षों के दौरान प्रदान किए गए नए टेलीफोन कनेक्शनों की संख्या इस प्रकार है:—

	दिल्ली	बम्बई
1988-89	26352	50024
1989-90	36393	56317
1990-91	62009	46260

(घ) बम्बई टेलीफोन डायरेक्ट्री का वितरण 15.3.92 तक पूरा होने की संभावना है। आशा है कि दिल्ली टेलीफोन डायरेक्ट्री, मार्च, 92 के अन्तिम सप्ताह में वितरण के लिए उपलब्ध हो जाएगी और 15.4.92 तक वितरित कर दी जाएगी।